

Staffing Guide

Position Description		Lead Desk Clerk			
What Determines Staffing Standard (Circle key factors that apply)	<ul style="list-style-type: none"> Hours of Operation ___X_ Occupancy Rate _____ Seasonal/Peak Workload ___X_ 	<ul style="list-style-type: none"> Staff Supervised ___X_ Facility Layout _____ Facility Size ___X_ 	<ul style="list-style-type: none"> Facility Age _____ Multiple Buildings ___X_ Multiple Front Desk ___X_ 		
Workload/Staffing Comments: Reports to Front Office Manager or Front Desk Supervisor. May be scheduled for Manager on Duty shifts.					
	Small (1-75 rooms)	Medium (76-199 rooms)	Large (200-399 rooms)	Extra Large (400-799 rooms)	Super Large (799+ rooms)
Staffing Standard	Not Authorized	* Not Authorized	** 2 (NF-2)	** 3 (NF-2)	4 (NF-2)
Alternate Staffing Standard (If Required)	None	None	*** 1 (NF-2) 50 to 149 rooms 2 (NF-2) 150 + rooms	*** 1 (NF-2) 50 to 149 rooms 2 (NF-2) 150 + rooms	*** 1 (NF-2) 50 to 149 rooms 2 (NF-2) 150 + rooms
Explanation of Alternative Staffing Standard: *** Remote sites (at another installation) warrant additional positions depending upon number of rooms.					
Staffing Standard Footnotes * Duties performed by Desk Clerk Supervisor at operations with 76 to 199 rooms. ** Lead Desk Clerks will be scheduled to provide coverage between shifts to include weekends and holidays. Scheduling will be concentrated during peak periods of demand; staffing level may be increased with local justification based on workload. Subtract one Desk Clerk for each leader. Number of Leaders must balance against number of supervisors/managers.					